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### Amendments to the Claims

Please amend the claims without prejudice as follows and consider the subsequent remarks/arguments. This listing of claims will replace all prior versions and listings of claims in the application.

### Listing of Claims

Claims 1-16 (canceled)

17. (Currently amended) A method for a framework manager to provide maintenance and service for a network-based supply-chain framework between a first framework user and a second framework user such as service providers, vendors, resellers, manufacturers and the like, comprising:

causing the framework manager using a network to:

- (a) monitor at least one operation of the framework selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;
- (a b) receive from a first framework user at least one notice for recommended maintenance and service, ~~wherein the first framework user is a manufacturer that uses the network;~~
- (b c) receive from a second framework user at least one request for maintenance and service, ~~wherein the second framework user is a service provider that uses the network;~~
- (e d) schedule maintenance and service using the at least one notice and the at least one request;
- (d e) transmit the schedule to at least the ~~one manufacturer and the one service provider~~ first framework user who recommended maintenance and service and at least the second framework who requested maintenance and service;

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- ~~(e) monitor at least one operation of the framework selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;~~
- (f) perform scheduled maintenance and service comprising the steps of:
  - (f i) update internal data items stored in the framework selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information ~~in the network-based supply chain at predetermined intervals;~~
  - (g ii) synchronize external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain ~~in order to make the external data accessible to the rest of the network-based supply chain system; and~~
  - (iii) send feedback response requests to framework users of the network-based supply-chain framework.
- ~~(h) manage contact information received from users of the network-based supply chain to allow responses to user feedback; and~~
- ~~(i) alter the items based on profiles of the users of the network-based supply chain.~~

18. (Previously presented) A method as recited in claim 17, further comprising the framework manager using the network to perform load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.

19. (Cancelled)

20. (Cancelled)

21. (Currently amended) A method as recited in claim 17, where the step of performing scheduled maintenance and service includes further comprising the framework manager

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using the network prior to the synchronization of the external data to perform a search for the internal data in the network-based supply chain.

22. (Currently amended) A system for a framework manager to provide maintenance and service for a network-based supply-chain framework between a first framework user and a second framework user such as service providers, vendors, resellers, manufacturers and the like, comprising:

circuit logic for causing the framework manager using a network to:

- (a) monitor at least one operation of the framework selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;
- (a b) receive from a first framework user at least one notice for recommended maintenance and service, ~~wherein the first framework user is a manufacturer that uses the network;~~
- (b c) receive from a second framework user at least one request for maintenance and service, ~~wherein the second framework user is a service provider that uses the network;~~
- (e d) schedule maintenance and service using the at least one notice and the at least one request;
- (d e) transmit the schedule to at least the ~~one manufacturer and the one service provider~~ first framework user who recommended maintenance and service and at least the second framework who requested maintenance and service;
- (e) ~~monitor at least one operation of the framework selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;~~

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(g) perform scheduled maintenance and service comprising the steps of:

(f I) update internal data items stored in the framework selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information ~~in the network-based supply chain at predetermined intervals;~~

(g II) synchronize external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain ~~in order to make the external data accessible to the rest of the network-based supply chain system; and~~

(iii) send feedback response requests to framework users of the network-based supply-chain framework.

~~(h) manage contact information received from users of the network-based supply chain to allow responses to user feedback; and~~

~~(i) alter the items based on profiles of the users of the network-based supply chain.~~

23. (Previously presented) A system as recited in claim 22, further comprising circuit logic for the framework manager using the network to perform load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.

24. (Cancelled)

25. (Cancelled)

26. (Currently amended) A system as recited in claim 22, further comprising circuit logic allowing the step of performing scheduled maintenance and service to include for the framework manager using the network prior to the synchronization of the external data to perform a search for the internal data in the network-based supply chain.

27. (Currently amended) A computer program embodied on a computer readable medium for a framework manager to provide maintenance and service for a network-based supply-chain framework between a first framework user and a second framework user such as

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service providers, vendors, resellers, manufacturers and the like, comprising:

a code segment for causing the framework manager using a network to:

(a) monitor at least one operation of the framework selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;

(a b) receive from a first framework user at least one notice for recommended maintenance and service, ~~wherein the first framework user is a manufacturer that uses the network;~~

(b c) receive from a second framework user at least one request for maintenance and service, ~~wherein the second framework user is a service provider that uses the network;~~

(e d) schedule maintenance and service using the at least one notice and the at least one request;

(d e) transmit the schedule to at least the ~~one manufacturer and the one service provider~~ first framework user who recommended maintenance and service and at least the second framework who requested maintenance and service;

(e) ~~monitor at least one operation of the framework selected from the group consisting of server processes, disk space, memory availability, CPU utilization, access time to a server, and a number of connections in a network-based supply chain for efficient system operation and problem prevention;~~

(h) perform scheduled maintenance and service comprising the steps of:

(f i) update internal data items stored in the framework selected from the group consisting of merchandising content, currency exchange rates, tax rates, and pricing information ~~in the network-based supply chain at predetermined intervals;~~

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(g ii) synchronize external data stored separately from the network-based supply chain with internal data stored on the network-based supply chain ~~in order to make the external data accessible to the rest of the network-based supply chain system; and~~

(iii) send feedback response requests to framework users of the network-based supply-chain framework.

~~(h) manage contact information received from users of the network-based supply chain to allow responses to user feedback; and~~

~~(i) alter the items based on profiles of the users of the network-based supply chain.~~

28. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 27, further comprising a code segment for the framework manager using the network to perform load balancing services that initiate and stop processes as utilization levels vary in the network-based supply chain.

29. (Cancelled)

30. (Cancelled)

31. (Currently amended) A computer program embodied on a computer readable medium as recited in claim 27, ~~further comprising code segment for the framework manager where~~ the step of performing scheduled maintenance and service includes the network prior to the synchronization of the external data to perform a search for the internal data in the network-based supply chain.

32. (New) A method as recited in claim 17, wherein the step of performing scheduled maintenance and service includes indexing received feedback from framework users.

33. (New) A method as recited in claim 17, wherein the internal data stored in the network-based supply-chain framework is indexed according to each framework user's profile.

34. (New) A system as recited in claim 22, further comprising circuit logic for causing the step of performing scheduled maintenance and service that includes indexing received

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feedback from framework users.

35. (New) A system as recited in claim 22, further comprising circuit logic allowing the internal data stored in the network-based supply-chain framework to be indexed according to each framework user's profile.

36. (New) A computer program embodied on a computer readable medium as recited in claim 27, wherein the step of performing scheduled maintenance and service includes indexing received feedback by framework user.

37. (New) A computer program embodied on a computer readable medium as recited in claim 27, wherein the internal data stored in the network-based supply-chain framework is indexed according to each framework user's profile.